

HEALTH SERVICES QUALITY IMPROVEMENT IMPLEMENTATION GUIDE

EXERCISE 41.1

SUBJECT: PHARMACY WATCHSTANDER QUALIFICATION GUIDE

PURPOSE: The Pharmacy Watchstander Qualification Guide (PWQG) documents that technicians assigned to the pharmacy demonstrate specific minimum knowledge and skills required to competently perform pharmacy procedures.

DISCUSSION: Interim or temporarily assigned pharmacy personnel must complete the PWQG. Regular assigned pharmacy personnel must complete pharmacy "C" school technician training. The PWQG does not replace the requirement for "C" school trained pharmacy technicians, but will assist clinic personnel in becoming more productive members of the Coast Guard medical team and further enhance the mission of Coast Guard clinics. Training of the technician shall be by the collateral duty pharmacist and/or a "C" school trained pharmacy technician. Training shall not be by another pharmacy watchstander ("OJT" personnel). Only HSs who meet the criteria of the PWQG shall be assigned as a pharmacy watchstander to promote safe, high quality pharmacy operations at all times.

ACTION: Potential pharmacy watchstanders must demonstrate competency as defined by this PWQG prior to unaccompanied assignment in the pharmacy. Health Services Division Chiefs shall ensure this minimum standard of qualification is documented in the training file of pharmacy watchstanders as well as a letter of designation. The Collateral Duty Pharmacist shall review and sign all completed PWQGs.

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Completion of the following tasks helps ensure non-“C” school trained Health Service Technicians assigned pharmacy responsibilities have a working knowledge of pharmacy policy and procedures. This QIIG shall be signed off by the collateral duty pharmacy officer or “C” school qualified pharmacy technician when the trainee completes the listed items.

Trainee: Printed Name/Rank

- _____ Understands the clinic pharmacy policy and procedures manual.
- _____ Demonstrates knowledge of the following references:
 - _____ Health Service Technician Formulary
 - _____ Health Service Allowances List, Afloat
 - _____ Health Service Allowances List, Ashore
 - _____ Department of Defense Basic Core Formulary
 - _____ Medical Manual, Chapter 10
 - _____ Tricare Mail Order Program
 - _____ Drug Facts and Comparisons
- _____ Demonstrates proficiency in the Composite Health Care System including:
 - _____ Processing new prescriptions from SF-600s and DD-1289s
 - _____ Refilling prescriptions
 - _____ Reprinting prescription labels
 - _____ Renewing prescriptions
 - _____ Editing prescriptions
 - _____ Discontinuing prescriptions
 - _____ Deleting prescriptions
 - _____ Interpreting system warnings (e.g. medication overlaps)
 - _____ Consulting with prescribers on system warnings.
 - _____ Adding a patient to system
 - _____ Adding a practitioner to system
 - _____ Modifying patient allergy information
 - _____ Modifying patient contact information
- _____ Understands the concept of medication formularies.
- _____ Demonstrates familiarity with commonly used clinic formulary medications.
- _____ Understands the difference between generic and brand-name medications.
- _____ Understands the basic concepts in proper storage of pharmaceuticals.
- _____ Understands the use of auxiliary labels.
- _____ Recognizes potential medication misuse or abuse and consults with the appropriate prescriber as necessary.
- _____ Screens health-record and CHCS for allergy information.
- _____ Understands the Coast Guard Non-Prescription Medication (“OTC”) Program.
- _____ Conducts monthly clinic workspace inspections for verification of pharmaceutical expiration dates and storage.

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- _____ Exercises good judgment and etiquette in answering customer questions in person and on the telephone.
- _____ Understands patient confidentiality issues including HIPAA.
- _____ Files prescriptions according to category (e.g. legend, C-IIs, C-III-Vs).
- _____ Understands controlled substance procedures, including how to:
 - _____ Order;
 - _____ File invoices;
 - _____ Post transactions;
 - _____ Process expired medications;
- _____ Understands the function and requirements of Controlled Substance Audit Boards.
- _____ Processes Prime Vendor orders.
- _____ Understands pharmaceutical contract items.
- _____ Processes expired medications for credit.
- _____ Process prescriptions manually.
- _____ Understands night locker procedures (if applicable).
- _____ Understands how to handle medication recalls and withdrawal notices.
- _____ Demonstrates pharmacy security and closing procedures.
- _____ Knows the Collateral Duty Pharmacy Officer for the clinic.

Watchstander Signature

Date Completed

Pharmacy Officer Signature/Printed Name and Rank

Date Signed